

Professional and Managerial Branch
Planning Group
Community Development Series

RELOCATION REPRESENTATIVE
Unclassified Service
08/99 (CDH)

Summary

Under general supervision, assist clients in finding and occupying housing which meets funding standards; and conduct field audits of rental housing occupants and owners to verify compliance with funding source eligibility criteria.

Typical Duties

Assist clients displaced by housing renovation or removal to find housing which meets Federal funding support criteria. Involves: surveying affected population, interviewing individual households to determine composition and housing needs, researching and applying Federal Regulations; providing information, counseling and procedural guidance, ensuring that procedures are understood; calculating payment levels based regulations applicable to income and family composition, conveying information to clients; preparing and delivering relocation notification forms; arranging appointments and transporting clients to acceptable housing for purchase or rent; acting as liaison with, and transporting clients to various social service agencies; preparing documents for clients if necessary; translating documents and verbal instruction into Spanish; requesting various types of payments with differing frequency and duration to clients based on prescribed criteria; providing notary public assistance in field environment as required.

Conduct regular prescribed follow-up income targeting surveys of rental housing occupants and owners to ensure compliance with Federal guidelines. Involves: planning work sequence, scheduling and arranging interviews, conducting information gathering interviews with renters and property owners, making notes and records of interview findings and observations; obtaining relevant record documents, cross checking interview results with records, resolving discrepancies or reporting apparent violations of regulations to supervisor; researching regulations and procedures, informing clients of eligibility status and effect of changed status based on funding source standards; preparing reports, maintaining files and records of actions taken, recommended corrective actions and reported violations; maintain records and prepare prescribed reports to ensure compliance with funding agency requirements.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operation, if delegated; providing designated support for projects or activities overseen by higher graded non-supervisory housing program administration personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under close supervision; logging activities, and preparing and submitting recurring or special status reports; keeping equipment and work area orderly, safe and clean.

Minimum Qualifications

Training and Experience. High School graduate, or equivalent, with at least three (3) years experience in counseling, casework, outreach or implementation of social programs; plus specialized training in interviewing or dealing with disadvantaged persons; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of interviewing techniques with disadvantaged persons. Some knowledge of Federal regulatory procedures.

Ability to: communicate clearly and concisely, in English and Spanish, empathize and deal with clients and property owners in stressful housing relocation situations; evaluate and make comparisons of interview results with records; interpret and apply Federal regulations; speak, read, write and understand the Spanish language.

Skill in: Safe operation and care of: standard office equipment, PC work station programs; motor vehicle.

Physical Requirements: Frequent driving through city traffic. Occasional: climbing stairs, walking over uneven surfaces; exposure to unsanitary housing conditions and difficult clients.

Special Requirements: Subject to: call back, working flexible hours, weekends, holidays, extended hours as required.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent license issued by another state. Texas Notary Public Certificate, prior to completion of probationary period.

Director of Personnel

Department Head